



New VA Green Initiative!

TRAVEL MILEAGE REIMBURSEMENT CHANGE (For those eligible for Beneficiary Travel Benefits) Effective January 1, 2012

- **VALBHS is changing beneficiary travel mileage reimbursement from a cash reimbursement process to an electronic funds transfer (EFT) process (Direct deposit to your bank account)**
- **We are making this change to better serve our Veterans:**
 - **No Lines**
 - **No Waiting**
 - **Physical Safety**
 - **Security of Funds**
 - **Saves Resources That Are Better Spent On You**
 - **Consistent with Practices Used by VBA and Social Security**
 - **Reduces Fraud**
 - **Eliminates Lost Checks**
 - **Ensures Address is Current**
 - **Reduces Duplicate Payments**
- **Complete form before January 1, 2012**
- **Form is available in Beneficiary Travel office and on our web site www.longbeach.va.gov**
- **Questions about PAYMENTS: 562-826-8000, ext. 3531**
- **Questions about the PROGRAM: 562-826-8000, ext. 5888**



ACH VENDOR/MISCELLANEOUS PAYMENT ENROLLMENT FORM

This form is used for Automated Clearing House (ACH) payments with an addendum record that contains payment- related information processed through the Vendor Express Program. Recipients of these payments should bring this information to the attention of their financial institution when presenting this form for completion.

PRIVACY ACT STATEMENT

The following information is provided to comply with the Privacy Act of 1974 (P.L. 93-579). All information collected on this form is required under the provisions of 31 U.S.C. 3322 and 31 CFR 210. This information will be used by the Treasury Department to transmit payment data, by electronic means to vendor's financial institution. Failure to provide the requested information may delay or prevent the receipt of payments through the Automated Clearing House Payment System.

AGENCY INFORMATION

FEDERAL PROGRAM AGENCY

U.S. Department of Veterans Affairs - Financial Services Center

| | | |
|-------------------|----------------------------|---|
| AGENCY IDENTIFYER | AGENCY LOCATION CODE (ALC) | ACH FORMAT |
| 11-1036183 | 36001200 | <input checked="" type="checkbox"/> CCD+ <input type="checkbox"/> CTX |

ADDRESS

P.O. BOX 149971

Austin, TX 78714-8971

| | |
|---------------------|------------------|
| CONTACT PERSON NAME | TELEPHONE NUMBER |
| | |

ADDITIONAL INFORMATION

VETERAN INFORMATION

| | |
|------|-------------------------|
| NAME | SOCIAL SECURITY NUMBER. |
| | |

| | |
|------------------|--|
| PHYSICAL ADDRESS | |
| | |

| | |
|--|------------------|
| | TELEPHONE NUMBER |
| | |

FINANCIAL INSTITUTION INFORMATION

| | |
|-----------|--|
| BANK NAME | |
| | |

| | |
|--------------|--|
| BANK ADDRESS | |
| | |

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|--|-----------------------|
| | BANK TELEPHONE NUMBER |
| | |

| | |
|-----------------------------------|--|
| NINE-DIGIT ROUTING TRANSIT NUMBER | |
| | |

| | |
|--------------------------|--|
| DEPOSITOR ACCOUNT NUMBER | |
| | |

| | |
|---|--|
| TYPE OF ACCOUNT | |
| <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS <input type="checkbox"/> LOCKBOX | |

| | |
|--------------------------|--|
| VETERAN SIGNATURE & DATE | |
| | |

SEND ORIGINAL FORM TO FINANCE OFFICE, MAIL STOP 02-04

AUTHORIZED FOR LOCAL REPRODUCTION

SF 3881 (Rev. 2/2003)
Prescribed by Department of Treasury
31 U.S.C 332; 31 CFR 21

Beneficiary Travel Mileage Reimbursement Frequently Asked Questions

Question: *Why are you making this change?*

Answer: We are making this change to better serve our Veterans . Please view flyer information to learn more.

Question: *What do Veterans need to do to make this change beneficial?*

Answer: 1) Download or pick up an enrollment form from Beneficiary Travel office or online at www.longbeach.va.gov.
2) Bring a void check to Bene Travel office and necessary information on initial enrollment form to verify accuracy of information.
3) Once enrollment form is verified and it is confirmed you are enrolled, you can bring vouchers into Bene Travel office as currently performed, but now using a drop box starting January 1, 2012.

Question: *Will I be able to get cash reimbursement after January 1, 2012?*

Answer: The VALBHS will no longer issue cash payments for mileage reimbursement after January 1, 2012. Instead, we will be reimbursing eligible Veterans by Electronic Funds Transfer (EFT) or Treasury checks. In order for you to receive mileage reimbursement after January 1, you will need to complete the electronic deposit form to receive your mileage reimbursement.

Question: *How do I submit my completed form?*

Answer: Enrollment forms can be handed in at Beneficiary Travel clerks. If you would like assistance filling out the form, please bring a void check and the necessary information. A travel clerk will gladly assist you in filling out the form properly to ensure accuracy and quick payment.

Question: *Can I submit the form by fax?*

Answer: No. Fax machines can result in smeared bank account numbers thus creating errors in deposits.

Question: *Once I submit the form how long will it take for the electronic reimbursement process to be completed?*

Answer: Approximately five days.

Question: *What happens to the form I submit?*

Answer: The information is sent to the VA disbursing office in Austin, Texas. The information is secured and used for enrollment purposes only.

Question: *How will I know the electronic reimbursement process is complete?*

Answer: When the money is deposited in your bank account.

Question: *What if I do not have a permanent address?*

Answer: Beneficiary Travel is intended to assist Veterans with transportation from their place of residence to the VA health care facility that can provide the needed care.

Question: *How long will it take for the money to be put in my bank account?*

Answer: Once a voucher is processed a payment is made within seven days.

Question: *What do I do if I do not receive the payment in my bank account?*

Answer: Contact the Beneficiary Travel office using the numbers below.

Question: *How long do I have to put in my claim after I receive care?*

Answer: Thirty (30) days from the date for which you want to be reimbursed.

Question: *What do I do if I change banks or home address?*

Answer: Complete a new electronic deposit form and send to the Beneficiary Travel Office as soon as possible.

Question: *How do I find out if I am eligible for travel mileage reimbursement?*

Answer: There is a fact sheet in the Bene Travel office or you can go to www.longbeach.va.gov

Question: *What if I don't have a checking or savings account?*

Answer: For those who do not have an account where the reimbursement can be sent electronically, a Treasury check will be mailed to your submitted place of residence. Treasury checks can take between 2-6 weeks to be processed.

Question: *Who do I contact if I have questions?*

Answer: Call the Beneficiary Travel Office at (562) 826-8000.

For questions about Payments dial ext. 3531.

For questions about enrollment and general program questions dial ext. 5888.